R: REDACTED MATERIAL

From: Gotti, Robert on Fri, Oct 13, 1995 3:02 PM
Subject: FW: Summary of V.Wear Lighter Report
To: Murphy, Virginia
Cc: Alfieri, Frank; Elfar, Deb; Lauinger, Thomas; Marin, Wendy; Rush, Sonya

Ginny,

Please see Erin's note regarding the V-wear lighter issues. I had asked her to provide me with detailed report of consumer comments for the past month and a half.

The report I received this morning is rather extensive (106 pages). However, it is easy to read. I'd be happy to make it available to you or anyone else who wants to take a look at it.

Bottom line is I think the only problem we may have is that our consumers may not know how to refill a lighter properly. In reading the comments I didn't see anything that was cause for alarm as most appear to be "consumer reported the lighter was defective or wouldn't ignite."

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There were some consumers who claimed that they had refilled the lighters and that they still couldn't get them to light. I've forwarded the warranty instructions containing the manufacturer addresses to Sitel.

A policy statement regarding returning the lighters to the manufacturer will be issued to Sitel shortly.

[redacted]

[redacted]

Let me know if anyone would like a copy of the more detailed report.

rg

From: Fitzgerald, Erin (Sitel) on Thu, Oct 12, 1995 7:09 PM
Subject: Summary of V.Wear Lighter Report
To: Gotti, Robert
Cc: Alfieri, Frank

As you requested this afternoon, here is a summary of the information you are receiving in the V. Wear Lighter Report that will be at your office Friday morning.

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There are a total of 422 consumer records; all of which are return/replace requests. The timeframe covered in this report is 9/01/95 - 10/12/95 (the report only listed three calls on today's date of 10/12/95; that is all that had been written to the file when the report was generated at noon.)

I faxed one page of the report, to give you an idea of the format and content. I hope it will meet your needs.

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